



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING

FIRST QUARTER 2015

The Lincoln Emergency Communications Center is dedicated to providing the best service possible to all customers. The performance measurement program shall provide timely, accurate and useful information regarding the quality and efficiency of service and is a component of outcome based budgeting adopted by the City of Lincoln. Information gathered is evaluated and reviewed in a continuous effort to improve customer service and operations. Performance measurement is also one of over 200 standards required by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Lincoln Emergency Communications Center has been accredited by CALEA since 2002.

The Lincoln/Lancaster County 9-1-1 Communications Center collects and reports statistics on a monthly, quarterly, and annual basis reflecting the various calls; their incoming source (landline, wireless, or VoIP), and duration (ring time before answer and length of call). Airbus / Cassidian software provides detailed reports on line usage, ring time, call duration, call abandonment and other data related to telephone reporting.

Call receiving performance is measured in three ways. The first is the overall Center EMD average compliance score with a goal of 80% compliance during probation and 90% thereafter. The second is a monthly average of 40 seconds or less for the "Time Received" to "Time Dispatched" on all ECHO medical responses (the highest level of medical response). The third is call duration. All of these are indicators of the level of service being provided from call handling to dispatch.

All data is reported monthly and quarterly and is a component of our Annual Report. Review of this period's performance measures did not indicate any need for policy revision, training or remedial action.

TOTAL CALL COUNTS AND SOURCE BY MONTH

MONTH	TOTAL INBOUND	WIRELESS 911	LANDLINE 911	VOIP 911	LANDLINE (6000)	LANDLINE (OTHER)	TOTAL LAND LINES	PRIVATE LINES/ OUTBOUND	RINGDOWNS
JAN	40838	5812	1348	408	8756	24514	33270	7326	843
FEB	39005	5581	1305	403	8108	23608	31716	7443	709
MAR	42278	6621	1490	436	9041	24690	33731	7877	833
TOTAL	122121	18014	4143	1247	25905	72812	98717	22646	2385



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ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average 911 call abandonment rate is gathered utilizing PlantCML MagicXL software and forwarded to the Communications Coordinator on a monthly basis. Call Abandonment is a good indicator of the level of service being provided. An increase in abandoned calls or “hang up” calls can indicate a need for additional staffing during peak calling periods.

MONTH	SOURCE	COUNT	INCOMING CALLS ABANDONMENT PERCENTAGE
JAN	LANDLINE	401	2.98
	WIRELESS	759	
	VOIP	56	
FEB	LANDLINE	369	3.01
	WIRELESS	747	
	VOIP	57	
MAR	LANDLINE	407	3.17
	WIRELESS	860	
	VOIP	72	
TOTAL			
1ST QUARTER AVERAGE		3728	3.05

911 RINGTIMES AND CALL DURATION

Monthly average 911 ring time (with an expectation of 10 seconds or less) and average call duration (with a goal of 70 seconds or less) on all calls (wireline, wireless and VoIP) is also gathered using Cassidian/Airbus software and forwarded to the Communications Coordinator on a monthly basis. Call Ring Time and Call Duration are indicators of how quickly emergency calls are being answered and how efficiently they are being processed.

MONTH	SOURCE	AVERAGE RING TIME (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)
JAN	LANDLINE	5	82.20	86.57
	WIRELESS		116	
	VOIP		61.57	
FEB	LANDLINE	5	88.60	58.67
	WIRELESS		46.40	
	VOIP		41.00	
MAR	LANDLINE	5	85.40	60.89
	WIRELESS		34.57	
	VOIP		62.50	
1ST QUARTER AVERAGE				68.71



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AVERAGE ECHO MEDICAL CALL DISPATCHING TIME

The Center's goal is a 40 second or less Call Received to Call Dispatch time on all Echo Medical responses. All responses not meeting this measurement are forwarded by the Communications Coordinator to the Quality Assurance Coordinator for Dispatch Quality Review, reporting and possible action.

MONTH	DISPATCH TIME IN SECONDS
JAN	27.06
FEB	26.06
MAR	33.71
1ST QUARTER AVERAGE	28.94